

Choice

A

Mandated  
Philosophy

# The Context

- In 2001, between BAIHS and BDDS, we served over 100,000 people in community settings.
- By 2015, this number is expected to grow by 50% to 150%.
- The intensity of needs of those served will also be increasing dramatically.

# Vision

- ...All individuals ...have unlimited value and an enduring capacity to grow and contribute; that they are welcomed and truly accepted as equal contributing members of the community; and that they will realize their optimal potential as together, families and service providers, we build caring and diverse communities.

# Core Values

- Person-Centered service planning-we fit the needs of the person, not make the person fit our services
- Community integration with inclusive services
- Effective communication
- Funding that follows the person

# The Greatest Challenge

- Supporting folks in finding their own personal balance between:
- Freedom of choice and the safety and health of the person;
- Personal liberty and the expectations of society to conform to social norms
- Encouraging individuals while avoiding coercion

Thanks to Connie Ferrell of Integrated Services

# Targeted Case Management

- The aging population versus the DD population:
- Lines are blurring between services and people served
- New services on the A & D Waiver-Diversion and Targeted Case Management

# The Auto Assigned TCM Process

- Get the person into services as quickly as possible.
- Get them into the services they require and deserve.
- Ensure the providers of those services get paid.
- Provide choice within this context.

# Person Centered Planning

- The PCP is based on the needs, wishes and dreams of the person and prioritizes them.
- Based on those, an array of services is proposed and approved.
- Taking those services into account, the Case Manager helps the individual choose which providers will provide which services.



# Sometimes What People Choose Is Not Possible

- What is the basis for this conclusion?
- Is there any way to make this possible?
- What are the most important elements of the choice being sought?
- Can a satisfactory solution be reached?

# PCP Participants and Lead

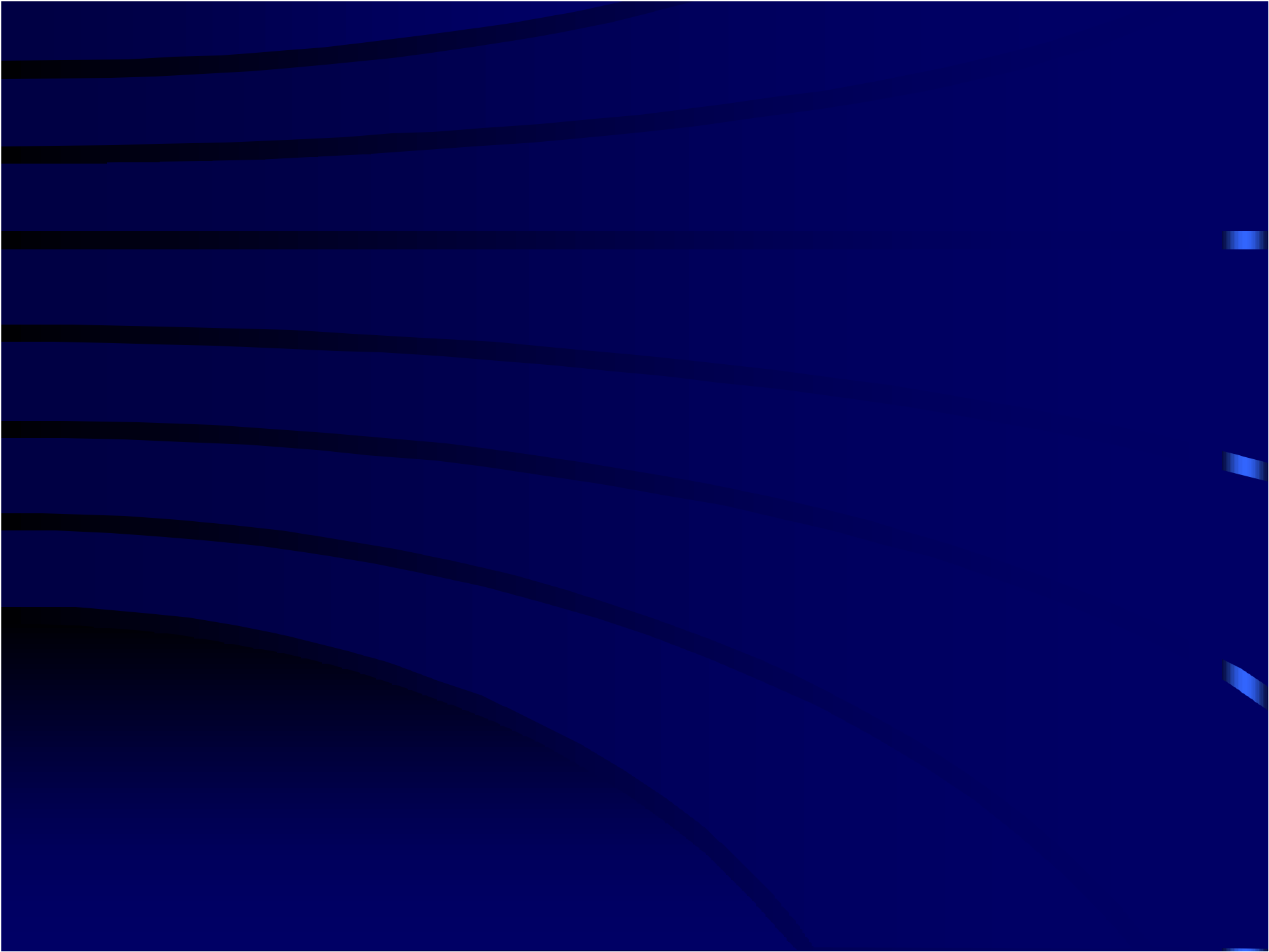
- The lead of the PCP process should be the person the individual chooses.
- The participants should include the individual, the Case Manager, individuals who participated in evaluations, and others chosen by the person whose plan is being developed.

# How Do I Support Choice?

- On way is to use the doughnut principle:
- Core responsibilities are safety and health
- Surrounding responsibilities are to use creativity and judgment to address reasonable lifestyle requests
- The hole: Not our business: how I wear my hair, how I keep my room, etc.

# Service Availability

- Services should be based on choice.
- Services should be monitored.
- Services should be re-evaluated (i.e., the 90-day review).
- Services should be adaptable and flexible.
- Services should change as needs change.



# What People Choose May Not Be What they Want

- Maybe it is all they know. What can you do?
- Maybe it is a control issue. What can you do?
- Maybe if another choice was honored, this one would not be important. What can you do?
- Maybe it is not a choice but a symptom of a problem. What can you do?

# TCM Changes

- The choice of TCM must be offered every 90 days.
- TCM can not be reassigned by an entity without offering the person a choice.
- When a change is made, the former TCM must give access to case management files to the new case manager.

# Case Manager Guidance

- Dispute resolution.
- Complaint reporting.
- Changes of provider(s).



# Ongoing Issues to Consider

- Learning how people really want to live.
- Compare how they currently live and how they want to live.
- Constantly consider health and safety.
- Give credit for what is being done and makes sense.
- Identify what doesn't make sense and strive to change it.

# Helping People to Have Control

- Assure the person understands what is not within their control.
- Help people to establish positive rituals, especially to help through requirements that are not really their choice.
- Try to find creative ways to move the locus of control from some one else back to the person.

# What are the Important Issues?

- No one has total choice in life: people with disabilities often have much less than others.
- Everyone can make some choices; yet everyone wants support with other choices.
- Choices are not good or bad, they have good or bad results.

# The ResCare Question

- 216 people being moved.
- Why allow them to be TCM?
- Where are the choices in this process?